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WARRANTY CONDITIONS GIESEN

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Amended on 11 April 2022

1 GENERAL

Giesen Coffee Roasters warrants the proper operation of the products purchased by you, subject to the following conditions.

2 ARTICLE 1

Subject to these conditions, Giesen Coffee Roasters will, free of charge, repair any defects that may manifest themselves in its products within the warranty periods stated for each product group in annex 1 as from the date of shipment of the product from the Giesen Coffee Roasters facility or the date on which the product was made available for collection (hereinafter: "ex works"). Any products not listed in the annex will be subject to a maximum warranty period of 12 months from the date of shipment "ex works". Used or refurbished products will be subject to a maximum period of 12 months as well. Any parts ordered through the webshop will be subject to the same period, however, always calculated from the date of the invoice.

The maximum warranty period will at all times be the number of roasting hours stated, unless the warranty period expressed in years expires before the number of roasting hours stated has been reached.

The warranty will only apply in the event of normal use of the products. In terms of use intensity of the products, this means that the products are used daily for a maximum of 4 roastings per hour, 6 hours per day, during 260 (workable) days per year. This means a maximum of 1560 roasting hours per year. If this requirement has not been met, Giesen Coffee Roasters will be authorized to reject the warranty.

3 ARTICLE 2

The warranty will only apply to any defects that have come to light to the extent that such defects are based on faults in material or workmanship. If any such defects occur, the relevant parts will be made available free of charge and no labour costs will be charged. The warranty performance entails that the product is restored to the condition it was in before the defect occurred, free of charge.

4 ARTICLE 3

Any defects must be reported promptly. The warranty claim will expire if the defect is not reported within 48 hours of discovery by email to the email address support@giesen.com or service@giesen.com.

5 ARTICLE 4

Any replaced parts will, at Giesen Coffee Roasters' discretion, become the property of Giesen Coffee Roasters, and must, at Giesen Coffee Roasters' request, be returned to Industrieweg 15, 7071 CK, Ulft, the Netherlands.

6 ARTICLE 5

The warranty claim will expire in the event of careless use, in a situation as described in article 9, paragraph 6, of the general terms and conditions, and/or if it cannot be demonstrated that, since installation, the product has been maintained by Giesen Coffee Roasters or its dealers and agents or according to the maintenance requirements and a demonstrable log, as required by the user manual.

7 ARTICLE 6

The warranty does not relate to any defects as a result of transport damage, defects arisen outside the responsibility of Giesen Coffee Roasters, or defects due to inexperienced installation and/or assembly.

Expert installation and/or assembly means that the installation and connections of the gas supply, electricity, the smoke control ducts, water supply, and air ducts of the roaster and/or other products have been implemented in accordance with the pre-installation guide or the user manual.

If an installation drawing has been made, the installation and connections must be installed in accordance with the technical specifications of such installation drawing. In the event of conflict between the technical specifications in the installation drawing and the specifications in the data sheets and manuals, the technical specifications in the installation drawing will prevail.

Installation and connection will at all times be the responsibility of the customer. The connections may only be installed by (local) electrical, gas smoke control duct certified persons; otherwise, the warranty will not be valid. Whether a person satisfies this warranty condition will be at the discretion of Giesen Coffee Roasters.

8 ARTICLE 7

The warranty claim will expire if the defect is caused repairs or interventions within the warranty period by third parties other than Giesen Coffee Roasters and/or if the product has been fitted out with any non-original accessories or parts.

9 ARTICLE 8

In no event will any repair under warranty extend the warranty period or lead to commencement of a new warranty period, other than for the parts used in the repair work.

10 ARTICLE 9

The general terms and conditions of Giesen Coffee Roasters will apply mutatis mutandis to these warranty conditions. In the event of conflict between the general terms and conditions and these warranty conditions, the warranty conditions will prevail.

11 ARTICLE 10

Any other claim and/or right - on any basis whatsoever - not ensuing from the general terms

12 ANNEX 1

12.1 CONSTRUCTION PARTS

- Frame
- Drum
- Funnel
- Cooling sieve & Mixer
- Cyclone
- Other construction parts

12.2 ELECTRICAL COMPONENTS

- Control box and cabling
- PLC, HMI and other electrical components
- Motors
- Burner
- Gas valve
- Other gas components
- Pressure switches

12.3 HEAT SOURCE & SERVICE COMPONENTS

- Burner bed
- Sensors (PT100)
- Gears
- Ignitions
- Spirals (for the E variety)
- Bearings
- Sight glasses
- Burner & cooling fan
- Wood

12.4 WPG/E SERIES / W1 SERIES / W6 SERIES / W15 SERIES / W30 SERIES

	Warranty period	Roasting hours
Construction parts	2 years	3120 hours
Electrical components	2 years	3120 hours
Heat source & service components	1 year	1560 hours

12.5 SERIES W45, SERIES W60, SERIES W140

	Warranty period	Roasting hours
Construction parts	2 years	3120 hours
Electrical components	2 years	3120 hours
Service components	1 year	1560 hours
Weishaupt Burner <i>The warranty for this part is subject to the condition that adjustment and commissioning has been performed on site by a Weishaupt authorized technician.</i>	1 year	1560 hours

12.6 DESTONERS (OW) / GREEN COFFEE CONVEYER (GCC) / EXTERNAL CYCLONE (EC) / MIXER

	Warranty period
Construction parts	2 years
Electrical components	2 years

12.7 PELLET PRESS

	Warranty period
Construction parts	1 year

Electrical components	1 year
Pneumatic components	1 year

12.8 SFE25, SFE50

	Warranty period
Casing	2 years
Electrical components	2 years
Filter cells	1 year

12.9 AFTERBURNER (NV/TEC) & CATALYTIC EMISSION CLEANER (CEC) / REICAT (KNV)

	Warranty period	Roasting hours
Construction parts	2 years	3120 hours
Electrical components	2 years	3120 hours
Heat source & service components	1 year	1560 hours
Catalytic cells <i>The warranty is subject to the condition that the cells have demonstrably (based on a log) been maintained in accordance with the requirements.</i>	1 year	1560 hours
Weishaupt Burner (NV/TEC) <i>The warranty is subject to the condition that the Weishaupt burner has been adjusted and commissioned on site by a Weishaupt authorized technician.</i>	1 year	1560 hours

Reicat (KNV) Warranty runs directly through Reicat GmbH.	N/A	
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12.10 SILOS

	Warranty period
Construction parts	2 years
Electrical components	2 years
Filter in the vacuum unit	N/A

12.11 OTHER PRODUCTS

	Warranty period
UPS	1 year
Additional sensors (3rd PT100)	1 year
Support router	2 years
Laptop holder	2 years
Transport trolley	2 years